

USAG-Heidelberg

COMMUNITY WELL-BEING ISSUES

<i>Number</i>	<i>Issue</i>	<i>Mode Received</i>	<i>Action / Resolution</i>
WB001	Customer complains of Music selections in Coleman Gym and TVs with no sound	web email 2/24/2005 3:48 PM	RESPONSE 10 May: Thank you for providing your recommendations and concerns. According to industry standards, music broadcast in the fitness center should be upbeat to enhance an individual's workout and at a medium-level volume so that individuals who bring their own headsets will not be overpowered by the PA music. Selection of music is determined by the Sullivan fitness center staff. The selection has been well received by customers, based on the lack of complaints and two positive comments. The fitness center strives to offer a variety of music to meet everyone's needs. Televisions are tuned to sports and news, with the volume maintained at a medium level. The news and sports channels offer text decoding across the bottom of the screen for readability. The purchase of an audio system like that used at Heidelberg's fitness center may be possible in the future, but funds are not available at this time. Based on your concerns, we have reminded staff of the benefits of customers providing their comments and concerns using the DoD Interactive Customer Evaluation system (ICE). We appreciate your comments, and encourage the use of a personally owned headset during workouts to increase your workout pleasure. We hope you will continue to use our facilities and take advantage of our large selection of equipment and programs. 293rd Command Group, DCA ---CLOSED
WB002	Customer complained of Smoking in Tompkins Bks Cantina	web Mon 3/7/2005 7:50 AM	under review by SJA, Apr 2005 (issue complicated by other issues) OPEN - - SJA WBCC issue for discussion/ recommended plan of action.
WB003	Hospital Parking Employee vs patient parking. Recommendation: Parking is limited, designate parking closest to hospital for patients	web email 14 Mar 05	The hospital has increased overall parking in the past few months. This has been accomplished by opening the tennis court area, moving the main gate, and requiring hospital staff members to park further from patient parking zones. We would invite beneficiaries to utilize the new spaces, which have increased accessibility for our patients. CLOSED --- HMEDDAC

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only.

WB004	Housing office issue Mannheim/Heidelberg. Recommendation: Members be allowed to use whichever office they choose dependant upon where they want to live since the two communities are so close together	web email 18 Mar 05	Based on information from 26th ASG DPW--If individual feels they have a valid reason for residing in one community while assigned to another, they should request an exception to policy (ETP) to the community housing manager to which they are assigned. CLOSED --- 26th ASG DPW (Recommend housing offices relay ETP option to customers)
WB005	Military Mom concerned regarding son in Darmstadt, injured in Iraq, now suicidal	web email Wed 12/1/2004 4:36 PM	Connected mom with 1SG and commander, 32d Sig BTN. Recommended chaplains, Army OneSource, provided phone numbers. Followed up through March 05 when soldier was chaptered out and returned home. CLOSED --- WB Office
WB006	WB Program Query from 6th ASG. Requested information on the WB program	web email 3 Mar 05	info provided— CLOSED --- WB Office
WB007	26th ASG Sponsorship Issue, soldier due to depart CONUS for 26th ASG in 2 weeks, no sponsor assigned	web email 7 Feb 05	Reviewed issue, S-1 and CSM worked with IMA-E regarding assignment deferral issues, sponsor assigned. CLOSED – 26 ASG S-1
WB008	US query, born to military parents in Heidelberg, how to get birth certificate copy	web email 1 mar 05	Forwarded website for Dept of State. CLOSED – WB Office

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WB009	26th ASG Sponsorship Issue (no sponsor assigned until day of departure CONUS, S-1 phone number incorrect on website) and lack of childcare availability	web email 22 Mar 05	Actively working to improve sponsor program in the 26th and following through to ensure incoming personnel receive contact from sponsor. CLOSED – 26 ASG S-1
WB0010	military Mom in US seeking information on Deployment as a Family Affair conference	web email, 6 Apr 05	forwarded to USAREUR G-1 CLOSED – WB Office
WB0011	Military mom recommends Support Groups for parents	web email, 6 Apr 05	Information only message, forwarded to PAO, DCA. CLOSED – WB Office
WB0012	Kudos to Employee	ICE, 5 Apr 05	Customer sent kudos to be passed to, 411th DPW for a job well done getting this customer's rent deposit back. Forwarded to 411th BSB commander for action. Ms Doerner recognized by DPW 6 May 05, for Superior Customer Service. CLOSED – 411th Command Group, DPW
WB0013	Heidelberg closure rumors and concerns. Submitter requests Heidelberg community be kept informed by leadership.	ICE, 14 Apr 05	Information only message, forwarded to PAO. CLOSED -- PAO
WB0014	Recommend that the Heidelberg Self Help Office issue lime and weed killer to military housing residents to control excessive moss and weed growth.	Email, 19 Apr 05	411th DPW--Unfortunately, due to regulatory guidance and restrictions (provided) pesticides and/or chemicals may not be issued through self-help stores in USAREUR. The memos and attachments provide alternatives that the customer may apply by his/her own efforts. Use of herbicides and chemicals such as lime are strictly regulated by Host Nation Law and may only be applied, under special conditions, by trained personnel. Trained personnel are under contract at DPW, however, grounds maintenance funding for the last several years has been at approximately 50% or less of overall requirements. Weed clearing seldom, if ever, reaches into the funded level of requirements when competing with priority grounds maintenance items such as clearing of fence lines and force protection

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buffer zones, general common area clearing, diseased tree removal and replacement, and major shrub trimming. Requirements for priority items are seldom completely satisfied, leaving little or no residual funds for other required areas such as expansion of green areas, upgrades to existing areas expansion of common areas, maintenance to reduce tenant responsibilities, etc. **CLOSED**

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WB0015	411th BSB marketing of ACS and HYS--RECOMMEND pamphlet area or calendar board at the Commissary, PX and shopettes with information on ACS classes and dates and also for HYS registration dates.	web form submission, 19 Apr 05	Army Community Service understands that marketing its numerous and diverse classes and activities is an important service to the community. These are listed in the ACS calendar of events which is published and emailed to Commanders, DoDDs schools, and interested community members monthly. Trifolds, flyers, brochures, and the ACS calendar are routinely provided to the US Army Hospital, the Library, HYS, AAFES, Chapels, and DoDDs schools for patrons to read. At monthly Community Updates, the ACSO briefs the audience on upcoming events and classes. Copies of all pertinent information for attendees to take away is provided on the Information Table. The bi-monthly ACS newsletter is sent via email to Commanders, community organizations, FRG leaders, and senior spouses for printing and posting in units and housing areas. Finally, ACS is currently involved in a demonstration project with the MWRGermany.com website for posting its information to all Internet users. CLOSED – ASG ACS (customer unsatisfied with response, recommends wider publication of youth sporting events, etc.) WBCC issue for discussion/ recommended plan of action.
WB0016	Complaint regarding unauthorized personnel entering AAFES facilities and having friends or families make purchases for them. Customer recommends ID check at door.	ICE submission, 20 Apr 05	Response: General Manager, AAFES, Heidelberg/Mannheim. Reference your ICE comment concerning the amount of "Local Nationals" in AAFES facilities. First, let me thank you for your comment. I too shared your concerns when first arriving to the Heidelberg area. However after further review, what I found was that the majority those in the PX were in fact authorized customers. Either family members of U.S. military or DA civilian employees, authorized German military or their family members, NATO military and family members or even DoD US Embassy employees or family members.

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There are a number of authorized customers that may not be US citizens or even English speaking. As for those visitors signed onto the installation that do not have shopping privileges. As long as USAREUR allows visitors to be signed onto the installation we will have visitors in PX facilities. However, since ID Cards are checked at the point of purchase, only authorized patrons will be allowed to make purchases. If ID Cards were checked at the door, they would not be checked again at the cash register. This would create a situation were dishonest visitors could make purchases once they get past the ID Checker at the door. While in the PX if you see someone that you believe is shopping or shopping for someone illegally, bring it to the attention of the store manager. Your information will be provided to AAFES security and the German Customs Office for appropriate action. **CLOSED -- AAFES**

WB0017 TRICARE question ICE
regarding coverage within submission,
Germany (eye care) 2 Apr 05
WB0018 **Smoking in the** WB email,
ASG/BSBs, 233rd Nathan 21 Apr
Hale Depot

Sent to HMEDDAC, 2 Apr 05. Request forward to TRICARE, Per TRICARE, contact lens examinations are not covered per regulations. **CLOSED**
24 May Response. The smoking issue was discussed at the 233d BSB's most recent combined Health Promotion/Well-Being/Relocation Assistance Council meeting on 18 May. **The plan of action is to re-distribute DoD Instruction 1010.15 "Smoke Free DoD Facilities" with a BSB memo (emphasizing supervisor enforcement) in support of said instruction.** **CLOSED – 233rd Commander WBCC issue for discussion/ recommended plan of action.**

As stated in paragraph 4-2b, AR 600-63: "If possible, designated outdoor smoking areas will provide a reasonable measure of protection from the elements. However, the designated areas will be at least **50 feet from common point of ingress/egress and will not be located in areas that are commonly used by nonsmokers".**

WB0019 Recommend replacing ICE, 26 Apr
speed bumps with low-
profile rounded surface
type similar to ones at the
entrance of Campbell
BKS. existing ones are

RESPONSE 4 May: We understand your concern regarding speed bumps throughout the community. Regulatory guidance (AR 420-72) directs the use of speed bumps as well as other forms of force protection on military installations. AR 420-72 is balanced with force protection requirements in our community that necessitate us to safeguard personnel and equipment. "Smoother" 30 KPH speed bumps were installed at various locations in the

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	more prone to damage cars, especially the speed bumps at PHV which are in need of replacing due to worn out uneven surface.		Heidelberg community but were determined to be unacceptable. Explicit guidance from USAREUR is to maintain the current 10 KPH speed bumps versus installing the "smoother" 30 KPH parabolic speed bumps. Based upon USAREUR guidance, the current 10 KPH speed bumps must remain in place. CLOSED – 26 ASG DPW
WB0020	Unable to see Ponds guards directions evenings, when driving on post without headlights / reduced headlights. Often have to "search" to locate guard. RECOMMENDATION: Ponds guards use batteries in the signaling torches at night.	WB email, 26 Apr	RESPONSE 12 May: Thank you for your concern regarding the visibility of Pond Guards at entry control points. The contractor has increased the supply of batteries on hand for use by the Pond Guards to ensure the existing flashlight inventory is usable and provides adequate light. In addition, due to the poor lighting in that particular area (Sullivan side of BFV), the guards have been instructed to utilize their reflective clothing to ensure they can be seen while performing their duties. Guard supervisors have been reminded to ensure that guards are on point to greet arriving vehicles at inspection points. CLOSED – 293rd BSB
WB0021	Turley Barracks restricted Parking near mailroom. RECOMMENDATION: Open front parking area or designate parking spots for mailroom pick up parking	Web page form, 27 Apr	We have created 3 parking spaces for the mail room to address the needs of the customer. We will ensure proper use of this temporary mail room parking to both meet the requirements of 26th ASG Force Protection policy and the needs of our families CLOSED -- 181st Trans Bn
WB0022	Turley Barracks restricted Parking near mailroom. RECOMMENDATION: Open front parking area or designate parking spots for mailroom pick up parking	web page form, 28 Apr	We have created 3 parking spaces for the mail room to address the needs of the customer. We will ensure proper use of this temporary mail room parking to both meet the requirements of 26th ASG Force Protection policy and the needs of our families CLOSED -- 181st Trans Bn

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WB0023	Turley Barracks restricted Parking near mailroom. RECOMMENDATION: Open front parking area or designate parking spots for mailroom pick up parking	web page form, 28 Apr	We have created 3 parking spaces for the mail room to address the needs of the customer. We will ensure proper use of this temporary mail room parking to both meet the requirements of 26th ASG Force Protection policy and the needs of our families CLOSED -- 181st Trans Bn
WB0024	Create turning lane from Roemerstrass to enter on to Feuerbachstrasse	web page, 28 Apr	Traffic related issues are worked with the city of Heidelberg and military installation. This issue is under review by city of Heidelberg, DPW, and related agencies. CLOSED – 26 ASG DPW Pending action/resolution with city.
WB0025	Issue: Lack of SAS hourly childcare, bus to SAS from MTV Elementary will not allow my children to ride to SAS even though they are registered regularly on another bus. SAS hourly care not allowed more than 10 hours per week. These issues put a real burden on a sole parent when the spouse is deployed. Recommendations: Open up constant hourly slots for before and after school care at SAS. Coordinate with the bus office to let hourly children ride the SAS bus to the SAS facility Extend the # of hourly hours per week for parents of deployed soldiers	Web page 11 May 05	This issue has been forwarded to 26th ASG and IMA-E for review and possible review during USAREUR IMA-E AFAP. Issue is two-fold, SAS and bus transportation. Per CYS, SAS hourly childcare slots are available on a limited basis. Per DODDS, The comment concerning busing from Mark Twain Elementary school to SAS is correct. For safety and accountability issues we can not allow students to ride different buses from day to day. We provide transportation from a student's residence or care provider to school and return on a consistent basis. The exception to this is for TDYs, deployments or family emergencies that require the student to reside with another family for a period of time. If parents want their children to go to other locations, periodically, they must provide the transportation. CLOSED

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WB0026	<p>My apologies if this email does not apply to you. I'm in Iraq and need to contact the SATO office at the shopping center. Is it possible that you can help me out by calling SATO and getting a valid email address for me? I tried to find a good email address on the internet but was unsuccessful.</p>	<p>Web page, 12 May 05</p>	<p>Sent email address for SATO and the phone numbers to this soldier in IRAQ CLOSED – WB Office</p>
WB0027	<p>The Bn was tasked to provide soldiers to check vehicles for a concert put on by Toby Keith. It is an MWR function. I strongly support MWR functions but I personally do not see this as affecting mission readiness. Single parents (military) are being forced to incur huge child care cost to house their children the day of the concert in order to support the tasking. If the mission requires it I, we, have incurred huge addition child care fees in the past without hesitation--why, because it was mission essential. I do not see this tasking as mission</p>	<p>Web page, 12 May 05</p>	<p>Dear Concerned Customer, Thank you for your input regarding the Toby Keith concert tasking. I would like to address your issues and make some recommendations that might help to eliminate your concerns now and in the future. The intent of the 293d BSB is not to have any soldier incur any additional expenses because of taskings required for the concert. The good news here is that the requirement to use Borrowed Military Manpower (BMM) to conduct vehicle searches has been eliminated so you should be removed from the tasking list. For future issues like this one, I suggest that you approach your chain of command and inform them of the financial burden they are placing on you by tasking you to support events during non-duty times. You may want to suggest to them to ask for volunteers first and then if the tasking is not filled they should identify soldiers that would be impacted the least (i.e. no child care expenses) to task. In the mean time, I will contact the 26th ASG S3 and inform him of your situation and recommend that in the future he contact his BSB S3s and direct them to have the leadership request volunteers to support event such as this one before they task soldiers. I will also recommend that transportation be provided by the units to transport the soldiers when tasked to support events. You are correct in your statement that this event does not improve readiness however, because the decision was made to have the concert in the 26th ASG area of responsibility, we now have the responsibility of conducting force protection for the event. Vehicle checks are a part of force protection, hence it is</p>

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essential. It is a nice thing to do for the soldiers. It has nothing to do with readiness.

Recommendation: Put out a community wide tasking--ask for volunteers. I am quite positive there are service members who may gladly volunteer for this tasking if they can get a ride to and from concert.

mission essential. The mission being to mitigate risk to the thousands of people that will be attending the concert. **CLOSED – 293rd Command Group**

WB0028 Concerned military father looking for information on son recently stationed in Germany

14 May 05, website

Provided father with unit website, son contacted. **CLOSED WB Office and 233rd BSB Command**

WB0029 Sure Start I have a recommendation for the Sure Start Program at Mannheim Elementary School. I think that this program should be opened to all. My spouse is an E-6 who is currently on his 2nd deployment since being in Germany, and I am tired of being told that my husband is too high ranking. When we were stationed in Ft. Bragg, they DOD Schools offered Pre-k to all children. It was a half day program, but all

ICE comment submitted to HQ IMA and forwarded to 26th ASG Well-Being office for response.

Forwarded to DoDDs schools for review. DoDDS is authorized by Public Law 95-561 and U.S. Code 20 to provide free public education to all eligible dependent children of military and civilian DoD families stationed overseas in grades K-12. Additionally, selected preschool-age children, such as those with identified disabilities (PSCD) and those that meet the qualifying criteria for the Sure Start program are authorized educational services. One of the the criteria for entrance into Sure Start, as well, as kindergarten is the age requirement. The DoDDs system has an age requirement of being 5 years of age by October 31st of the enrolling year for entrance into Kindergarten and 4 years of age by October 31st of the enrolling year for Sure Start.

Currently, Public Law 95-561 and U.S. Code 20 do not authorize the authority for DoDDs to offer universal preschool services to eligible dependent children of military and civilian DoD families stationed overseas of preschool age (4 years by October 31st of entry year.) DoD directive can be found at : http://www.dodea.edu/foia/iod/pdf/d1342_13.pdf
This issue was a USAREUR AFAP issue, May 05 AFAP decisions from

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children benefited from the experience, regardless of their parents rank. The Pre-k program had a morning class, and an afternoon class. The children went 5 days a week. It was a wonderful program, and I think that it would benefit a lot of the children in our Mannheim Community. When my husband was lower enlisted we didn't get any benefits, because these were usually given to the higher ranking soldiers. In the time since we have become higher ranking it seems that the powers have shifted. Now lower enlisted get all the great opportunities. We are unable to pay to put my daughter into a private preschool, because there are none available. She already attends the CDC, but this is really not a challenging atmosphere for her. I really think that the Sure-start program should be revised. Thank

AFAP due in Aug – CLOSED 26th ASG
PENDING/OPEN USAREUR AFAP

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you.

WB0030	<p>FRG Issue: It has been released that they have relaxed the restrictions on FRGs for fundraising and the informal fund limit. I do not see how the restrictions on fundraising have been relaxed. It took 7 weeks to get approval for a simple bake sale at the commissary. How can we properly prepare for a fundraiser, if we do not get the approval until 2 days before the event? Recommendations: Create a blanket immediate approval from Legal for the most common fundraisers such as bake sales and or annual fundraisers (G.S. cookie sales). Why waste Legal's time and FRG's time to approve the same thing over and over.</p>	25 May 05, website	Forwarded to SJA, IMA-E G-1, 293rd BSB has a streamlined procedure that may improve process. WBCC recommends 293rd share this information with other BSBs in the 26th ASG. Forwarded to 293rd BSB to develop action plan to share throughout footprint. PENDING/OPEN
WB0031	<p>Issue: smoking in and around government facilities. there appears to be no adherence to government policies regarding smoking at</p>	25 May 05, website	<p>Pending. WBCC issue for discussion/ recommended plan of action.</p> <p>As stated in paragraph 4-2b, AR 600-63: "If possible, designated outdoor smoking areas will provide a reasonable measure of protection from the elements. However, the designated areas will be at least 50 feet from common point of ingress/egress and will not be located in areas that are</p>

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entrances to government facilities. Entrances to most customer oriented facilities and government workplaces seem to be the smoking area of choice for soldiers and civilians.

Recommendations:
Please enforce policies requiring smoking areas to be away from doors and windows. This is a major inconvenience and hazard for non-smokers as well as a violation of DoD and federal policies regarding smoking on government facilities

WB0032 ID Card Section at the Heidelberg shopping center opens at 0830, closes for lunch and the closes for the day at 1530. These hours are not conducive to soldiers and families.
Recommend at least one or two days a week the hours vary to include open during lunch hour and one day providing an hour or two after the normal duty hours to

commonly used by nonsmokers".

PENDING. WBCC issue for discussion/ recommended plan of action.

31 May 05,
web site

The ID Card office appears to have been mistaken for the IACS section which does open at 0830 and is closed for lunch. The ID Card operating hours effective November 2004 includes Tuesday late hours until 1900. Also, the ID Card office has remained open for lunch and training holidays for the past several years. Current hours are listed below.

Mon, Wed, Fri

0800 - 1530 Walk-in Service

Tuesdays

0800 - 1900 Walk-in Service

Thursdays

0800 - 1230 Walk-in Service

1300 – 1530 Appointments only

Please call DSN 370-7535 to schedule a Thursday appointment

IACS hours are: Monday thru Friday: 0830 - 1630. Closed for lunch from

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	accommodate work/duty schedules of the customers		1200-1230. Unclear as to what facility is being referenced in this email. CLOSED
WB0033	Soldier reported unsanitary conditions in barracks	7 Jun, Email	CSM Joseph inspected the facility and recommended improvements. CLOSED, 26th ASG
WB0034	Anonymous submission. Employee concerned about perceived gender bias and discrimination in workplace.	23 Jun, Web site	Recommend Employee speak with supervisor or management or contact EEO. In Heidelberg, 26th ASG EEO Office, Bldg 128, 2nd Fl, Patton Barrack, Heidelberg--Phone #s: 373-7234/8933. CLOSED – WB Office
WB0035	Sponsor of the Quarter Recommendation-- My sponsor, MAJ Pat Boland, V Corps G2, certainly is deserving of this award, but no program exists. Recommend setting up a sponsorship recognition program perhaps through the volunteer coordinator or other office to recognize these deserving soldiers.	27 Jun 05, Web site	Kudos forwarded to V Corps, and recommendation sent to Well-Being Community Council and community members recommending this great initiative for sponsorship award be considered. 26th ASG Chief of Staff recommends Sponsor Award be developed. CLOSED – WB Office
WB0036	Soldier complains about lack of support for Family Time	1 Jul 05, Web site	Forwarded Soldier's concerns to commander. CLOSED – WB Office
WB0037	Soldier and spouse complained of continuous problem with beetles and larvae in MTV housing, unresolved through housing office	5 Jul 05, visit to Well-Being Office	Requested Soldier provide additional background information as to actions recommended and taken to date. As of 15 Jul, no follow up information on this issue. Unable to process without information. CLOSED – WB Office
WB0038 Follow on of	Soldier departed unit in February, personal belongings shipment has not	7 July 05, email	Forwarded inquiry to DOL, forwarded to 233rd DOL to track. : RESPONSE, 7 Jul 05 Please contact the ITO at Fort Campbell, provided in block 13 of the 1299 and block 20 of the GBL

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WB0005	been received		(Attached), (270) 798-7151 regarding this shipment. Notified 15 Jul that Soldier has received personal belongings through Ft Campbell ITO as advised. CLOSED-WB Office
WB0039	Customer Comments: My complaint is with the Top Hat Club in Mannheim. We would like to know why the restrooms in the rear of the club by the bar area are closed during the week. This is very inconvenient to those customers who are playing pool or the slots or having drinks at the bar, you are force to use the restrooms in the front of the club which is also shared by wingers. When asked why they remain close during the week, we were told to keep from cleaning them. This is a total lack of customer service and not acceptable. I'm sure the Top Hat can afford a cleaning service. So why lock the restrooms during the week?	7 July 05, ICE	Forwarded to 293rd BSB, 7 Jul 05 – CLOSED-293rd BSB, DCA.
WB0040	Spouse in US called regarding command sponsorship authorization taking over 2 months	PAO phone call	CSM J. spoke with Soldier, all are attempting to get command sponsorship paper work finalized and authorized. CSM contacted Soldier and units to ensure all requirements and paperwork have been processed. Orders have been issued. CLOSED-WB Office

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	causing extreme stress and hardship		
WB0041	Estranged spouse requests review of COLA & Housing of Soldier.	Web email 27 July 05	Forwarded to CSM 26 th ASG, who forwarded to CSM at 293 rd BSB, who forwarded to 181 st Trans CSM and Housing Manager for resolution. CLOSED-Respective Command Sergeants Major
WB0042	Civilian employee unhappy with the varying rates the hospital charges. Requests review.	Web email 27 July 05	To the Wellness Center Director & PAO at HMEDDAC for review and comment. Professional response received and sent to submitter. CLOSED – Deputy Commander, HMEDDAC
WB0043	Complaint. Soldier's spouse conflict with other NCO.	ICE 25 July 05	Transmitted to GC & PAIO at 293 rd BSB for resolution. CLOSED-293rd DCA
WB0044	Soldiers returning from downrange mandated to make dental appointments immediately after return.	ICE 20 July 05	Forwarded to CSM 26 th ASG for review and resolution on 20 July. Alas, no closure by 5 October. Forwarded to Mannheim PAIO who involved Dental Clinic NCOIC, who resolved. CLOSED
WB0045	Complaint. Situation with customer's daughter at PHV CDC.	ICE 8 Sep 05	Forwarded to CDS Coordinator, 26h ASG for resolution and response. CYS facility director resolved with customer. CLOSED- CYS Director
WB0046	Lack of special events by MWR for families of deployed soldiers.	ICE 15 Nov 05	Forwarded to MWR Director for response by 30 Nov 05. Response, constituting closure, was provided by MWR chief on 22 November. Posted to Well-Being site. CLOSED-MWR
WB0047	Problems with bulk trash in housing area.	Web email 2 Dec 05	Forwarded to the Well-Being manager for coordination, who forwarded to the DPW for action/resolution. DPW responded in a timely fashion. Response forwarded to the submitter and posted to the website. CLOSED-DPW